

Help to resolve small business disputes

We're here for small business

VICTORIAN SMALL BUSINESS COMMISSION

The Victorian Small Business Commission (VSBC) is an independent government agency that advocates on issues affecting people in small business, raises awareness of their rights and responsibilities and helps them to avoid or resolve disputes.



WHICH TYPES OF DISPUTES CAN THE VSBC HELP RESOLVE?

As well as providing small business tenants and landlords with [access to mediation to resolve disputes over rent relief](#) and [retail leasing matters](#) (for example a landlord not fixing a leaky roof), the VSBC is also here to help with a range of small business disputes that might come up at this time, including those relating to:

- **goods or services that haven't been paid for** e.g. a restaurant owner that hasn't been

able to pay their meat supplier because they've experienced a downturn in trade

- **goods or services that were agreed to but weren't delivered** e.g. a cleaning business that hasn't provided cleaning services because of restrictions in response to the pandemic
- **goods or services that were of poor quality** e.g. a building contractor having to find a new sub-contractor and then having issues with the quality of work
- **invoices that haven't been paid.**

HOW CAN THE VSBC HELP?

The VSBC can help resolve disputes by assisting early on, often just over the phone, and where the matter can't be resolved this way, through a low-cost mediation service that works.

At mediation, an experienced, independent mediator explores options and guides negotiation with the aim of reaching a resolution that both parties can accept.

APPLYING FOR HELP

For help to resolve a small business dispute, [apply online](#).